

DHS OFFICE OF LICENSING (OL)
ADR PILOT PROJECT SUMMARY

What does OL do?

1. Issues licenses that authorize a public or private agency to provide human service programs.
2. Conducts surveys, investigations, and home studies of facilities, agencies, and foster homes.
3. Investigates complaints regarding any licensed facility or licensee.
4. Conducts criminal and abuse background checks for individuals applying or renewing a human service license.

This pilot actually encompasses the use of ADR in three segments within OL:

1. Replaces the automatic appeals by individuals who fail a criminal or abuse background check with the introduction of an ADR feature.
2. Provides for ADR in the due process of license actions (R501-1-7)
3. Infuses ADR features in intradepartmental and interdepartmental disputes where licensing issues invariably cross over Division and Department lines.

IMPORTANT NOTE: DHS intends to utilize the most effective type of ADR in this pilot. We do not believe ADR is necessarily restricted to mediation.

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